
REPLY EXHIBIT LN-1

**Excerpt from Systems Interactive Report for SCR0903002-05,
Single Source Document for Implementing EDI**

CR #	Title	Current Status	Level of Effort	Interface Release #	Product Impacted	Report Line Number
SCR093002-05	Single Source Document for implementing EDI	Evaluation	7000 - 8000	Other	All	96

Originator:

Originator Company Name: WorldCom

Director: Thompson, Jeff

Owner: Thompson, Jeff

CK PM: Stecklein, Lynn

Description Of Change

At a minimum, the following documents are provided by Qwest for EDI Implementation:

Product Catalog (PCAT)

Qwest Preparation Guides

EDI Disclosure Documentation

LSR Developer Worksheets

Premis Guide for City List

EDI/SATE Error List

and **IMA** User's Guide

Sources are not always in sync and cross referencing causes delays

Revision received 11/14/02:

Qwest documentation surrounding the build of EDI maps, EDI applied Qwest business rules and testing capabilities be

reformatted to be more user friendly and understandable (similar to the Qwest Local Service Order Guidelines (LSOG) and/or the Facility Based Directory Listings User Guide).

That interface differences (GUI vs. EDI) be identified but that LSOG applied business rules be in sync.

Status History:

Date	Action	Description
9/30/02	CR Submitted	
10/01/02	CR Acknowledged	

10/08/02	Clarification Meeting Scheduled	
10/09/02	Clarification Meeting Held	
11/05/02	Draft Response Issued	
11/14/02	CLEC Call	Meeting scheduled with WorldCom to clarify CR further
11/14/02	CLEC Call	Addl Clarification Call held with WorldCom
11/14/02	Draft Response Issued	
11/14/02	Info Received From CLEC	Change Request Revision received
11/21/02	Discussed at Monthly CMP Meeting	SCR093002-05 discussed at November Systems CMP Monthly meeting; please see Systems CMP Distribution November CMP -- Attachment B
11/22/02	Status Changed	Status changed to presented
12/11/02	General Meeting Held	See Project Meeting section
12/19/02	Discussed at Monthly CMP Meeting	SCR093002-05 discussed at December Systems CMP Monthly meeting; please see Systems CMP Distribution December CMP --Attachment I
12/19/02	Status Changed	Status changed to evaluation
1/17/03	Discussed at Monthly CMP Meeting	SCR093002-05 discussed at January Systems CMP Monthly meeting; please see Systems CMP Distribution January CMP --Attachment I

Action Items (AI) Associated with this CR:

AI Number 4 **Date Initiated** 1/30/03 **Date Due** 2/20/03 **Date Complete**

Responsible Party Schultz, Judy **AI Status** Open

Short Title Readout on SCR093002-5 Single Source Document Categorization (System or Product/Process)

Description

Resolution

Project Meetings

Meeting Minutes

SCR093002-05 Single Source Document for Implementing EDI

January 28, 2003

1005 17th Street, Denver, CO

Meeting Start Time: 10:00 a.m.

The meeting began at 10:00 a.m. MT and introductions were made.

The purpose of this meeting was to continue discussion regarding the approach for this change request going forward

Ian Coleman, Allegiance,, Regina Mosley, AT&T, Donna Osborne-Miller - AT&T, Carla Pardee - AT&T, Todd Cherminow - Eschelon, Bonnie Johnson - Eschelon, Stephanie Prull - McLeod, Mark Coyne - Qwest, Beth King - Qwest, Lynn Stecklein - Qwest, Sue Stott - Qwest, Connie Winston - Qwest, Liz Balvin - WorldCom, Phyllis Burt - AT&T, Diana Byrd - AT&T

Meeting Minutes

SCR090302-05 Single Source Document for Implementing EDI (Originated by WorldCom)

Lynn Stecklein/Qwest said that this CR was mentioned in the December and January Systems CMP Meetings and Qwest took an action item to schedule an ad-hoc meeting with the CLEC Community. The objective of the meeting was to gather input and recommendations from the CLEC Community associated with documentation.

Liz Balvin/WorldCom stated that this meeting was for the CLECs to provide input for Qwest to consider on documentation going forward. Liz also wanted to know if Qwest received the examples from WorldCom and Lynn Stecklein said yes and the examples were distributed to the team.

Beth King/Qwest stated that as items for this Change Request are prioritized for a release her understanding is these changes would be part of the candidate if it was prioritized for a release.

Liz Balvin/WorldCom stated that this Change Request was originally submitted as a Product/Process request and Qwest processed the request as a System Request. Liz also stated that in the December CMP Systems Meeting, Judy Schultz/Qwest stated that we would remove this CR from the 13.0 Prioritization list and treat this request as a Product/Process CR.

Lynn Stecklein/Qwest said that in the December meeting, Judy Schultz/Qwest agreed to take an action item to review this request further and determine whether we should process this CR as a Product/Process, System or both. She said that we did review internally and determined that it needs to be handled as a System CR.

Liz Balvin/WorldCom stated that she felt we were going in different directions and that she thought we had come to an agreement in the last meeting as to how this would be processed.

Bonnie Johnson/Eschelon said that Eschelon had the same understanding and this request is not a system change but a change to documentation.

Donna Osborne-Miller/AT&T said that AT&T also had the same understanding.

Beth King/Qwest stated that the Level of Effort for this change request is 7000-8000 hours and is a large effort. This CR would have to part of prioritization and would take up a large portion of a single release.

Ian Coleman/Allegiance stated that the large LOE could be of concern because it could take up a large portion of a release.

Beth King/Qwest said that Qwest could look at working this CR in a phased approach with staggered deliverables. Beth said that we could look at options such as breaking the work down by Form or by Order Pre/Post. Beth also said that Qwest is reviewing the possibility of a LSOG only release and that his work could be worked in such a release

Liz Balvin/WorldCom stated that we need to find an alternative and a way to work together. She also said that the CLECs realize that this effort will not happen overnight.

Lynn Stecklein/Qwest said that she would take an action item to get with Judy Schultz to communicate the CLECs concern with processing this CR as a system request.

The following examples/issues were submitted by WorldCom and were discussed in the meeting.

1) Interface differences not clear (EDI or GUI), CLECs expect functionality would NEVER differ, need to confirm

Beth King/Qwest stated that differences would be explicitly clear.

2) Field level of detail for both inquiry and response transactions lacking (what special characters apply?)

Liz Balvin/WorldCom said that when they submit an inquiry, it's not clear on what is necessary to populate or if something unique is required.

Phyllis Burt/AT&T said that they would like Qwest to add a source document or link like the Premis Guide.

3) ALL valid entries not provided for each transaction type.

Beth King/Qwest stated that this would not be feasible for all fields such as remarks or the address. She said this could be provided where appropriate.

4) Acronyms must be defined.

Basic Guidelines - No questions

5) Usage rules must be defined

Basic Guidelines – No questions

6) References must defined or have links provided.

Like the Premis Guide

7) Complete business rules must provided

No questions

8) Restrictions must be clearly defined

No questions

9) Lack of business rules to support usage cannot occur.

No questions

10) Process established to sync up EDI documentation (disclosure documents and appendices)

EDI and the Developer Worksheets sync up – Beth King/Qwest explained the current process for each release is to sync up the chapters for EDI, i.e. Data Dictionaries against the developer worksheets field by field and that process would continue going forward. Liz Balvin/WorldCom stated she wasn't aware of the process and wanted to know if this was done currently.

Liz Balvin/WorldCom added that another concern is ensuring the developer worksheets correctly document the way the back end systems worked. She mentioned a current issue they are having when the CSR returns a 7 digit call forwarding number, but IMA requires 10 digits for the order.

Beth King/Qwest stated that Qwest understands the list provided by WorldCom and would address these items when the CR was worked. Beth did note that even with this change a document of this size will never be 100% perfect and the production support process during production use or the question log during the EDI implementation should be used if issues are found by the CLECs so corrections can be made.

Liz Balvin/WorldCom stated that she did not want to change the current process associated with the Question Log and that Qwest could be more proactive.

Donna Osborne-Miller/AT&T said that Bill Micou/AT&T expressed that he would like the documentation to have the look and feel of LSOG.

Phyllis Burt/AT&T said that the documentation could be more user friendly and if so, the handholding by Qwest would be less. She also said that some ILECs provide examples of query and response.

Stephanie Prull/McLeod said that they have an issue with when something is implemented one way, the Developer Worksheets don't agree with what is implemented. There appears to be a gap between the Business and IT.

Todd Cheminrow/Eschelon stated that he agrees.

Carla Pardee/AT&T said that AT&T concurs

Beth King/Qwest asked if there were any other questions.

Phyllis Burt/AT&T asked if they could send additional examples of what they would like to see.

Beth King/Qwest said that yes and that we would address in the upcoming working sessions.

Phyllis Burt/AT&T also said that AT&T would like the information correct to avoid spending a lot of time checking things and that she is not real fond of the tiny print.

There were no further questions and the meeting was adjourned at 10:45 am.

1/16/03 CMP Systems Meeting

Lynn Stecklein/Qwest said that an ad-hoc meeting notification was sent out and that a second notification will be sent with the firm date and details. The reason for the meeting is to initiate discussion and determine approach for this change request.

Liz Balvin/WorldCom said that this has gone back and forth and we have some suggestions on how we'd like to see the documentation going forward. She also would like to present these suggestions at the January meeting so we could make some progress with how the documentation will be treated going forward. She stated that she has specific examples of what she'd like to present at that meeting.

Donna Osborne-Miller/AT&T stated that AT&T would also like to provide guideline examples.

Lynn Stecklein/Qwest asked that the information be sent to her in advance of the meeting so that can be distributed prior to the meeting. The information can be sent to lsteckl@qwest.com

Donna Osborne-Miller/AT&T said sure.

Kit Thomte/Qwest asked if there were any other comments or questions. None were brought forward.

Kit Thomte/Qwest stated that this action item would be closed.

12/19/02 Systems CMP Meeting

Liz Balvin/WorldCom believes that SCR093002-05 (Single Source Document for implementing EDI) should not compete for resources. She noted that WorldCom submitted an Exception CR. WorldCom would like Qwest to have CLEC insight on how we see their documents. We would like to provide guidelines of how they should implement documentation going forward.

Judy Schultz/Qwest said that the concern is that this CR is on the list for 13.0 prioritization. She said that it appears that the CLECs and Qwest need to have a series of meetings to discuss documentation going forward. This CR will be revised to reflect what WorldCom is really asking for. Liz is going to withdraw the exception CR

Liz Balvin/WorldCom asked if we would be willing to withdraw it if Qwest agrees that this would be a process change.

Judy Schultz/Qwest said that I don't know that we can agree that this will be a process change until we look at it further, it might require some systems resources.

Beth King/Qwest stated that the first meeting was held last week. We had discussed a new format and that new format would be part of the tech spec, and on that call we agreed that it would be prioritized for completion at a major release.

Liz Balvin/WorldCom I think I am hearing different read outs from that call, I understood that we were looking at the LSOG on the GUI as much more enhanced.

Beth King/Qwest said that we are not talking the same thing here. At the meeting we reviewed the LOE provided as being a systems release-related LOE.

Judy Schultz/Qwest said that the disconnect is because there was some discussion about this at the CLEC pre-meeting and everyone agreed that this is a big deal the way it is written now, and so the CR should be withdrawn from the vote as is, we need to have several meetings to discuss what this needs to look like going forward.

Liz Balvin/WorldCom said that's why I'm talking about a process for helping Qwest create a new document, figure out what would be the most helpful and I had originally submitted this as a process change.

Judy Schultz/Qwest said that we will take this back and look at it, pull this from the vote, and look at it further. It might be a process change, it might be a systems change, or it might be a combination of both.

Please respond to liz.balvin@wcom.com

To:cmpcr@qwest.com

cc:lsteckl@qwest.com

Subject:FW: SCR093002-05 Single Source Document for Implementing EDI

WCom is willing to change the language in the attached CR to better reflect the intended change. NOTE: The original request was submitted as a "process" CR which is still the intended CMP WCom wishes to follow. As such, the CR would not compete for IMA resources and impact prioritization. The new language should read:

This change request is not intended to modify in any way the current or planned Qwest applications or code to support these systems. In addition, this change request is not intended to be retroactive to current or previous OSS interface requirements. It is intended to be implemented on a going forward basis. The request seeks to require CLEC input such that Qwest understands from a "users perspective" what changes are need to provide "efficacy" as required by the FCC. WCom recommends working sessions with interested Parties as a means to establish ground rules for documentation.

An exception would not be necessary if Qwest agrees with following the Process CMP.

Thanks,
Liz Balvin
WorldCom Carrier Management - Qwest
Internal Line - V625-7305
External Line - 303-217-7305
Pager (888) 900-7221

12/11/02 SCR093002-05 Meeting with CLECs

Introduction of Attendees

Peter Lynch - Midcontinent Communications, Todd Cheminrow - Eschelon, Bonnie Johnson - Eschelon, Monica Avila - VarTec, Candy Skaff - Eschelon, Beth King- Qwest, Wendy Green, Qwest, Judy Derosier - Qwest, Lynn Stecklein, Qwest - Kyle Kiwis, Qwest, Dave Burley - WorldCom, Bill Micou - AT&T, Holly Hogue - BizTelOne, Inc, Stephanie Pruell - McLeod,

Regina Moseley - AT&T, Lori Mendoza - Allegiance, Fariba Jafari - Nightfire

Review Purpose of Meeting

The purpose of this meeting was to discuss SCR093002-05 (Single Source Document for Implementing EDI. WorldCom is requesting Qwest documentation surrounding EDI maps, EDI applied Qwest business rules and testing capabilities be reformatted to be more user friendly and understandable.

Beth King/Qwest wanted to know if everyone was able to look at the URL's that were provided (LSOG and Developer Worksheets). Everyone said that they had. Beth King provided an overview of the LSOG and the Developer worksheets and the way they exist today. (For detail on differences see the following URLs:

Customer Service Record Inquiry (CSR): Go to the LSOG URL at <http://www.qwest.com/wholesale/clecs11sog.html> and download the Customer Service Record Inquiry (CSR)

Appendix A in the 11.0 Disclosure Document: Go to <http://www.qwest.com/disclosures/netdisclosure409.html> and download in 11.0 Appendix A Developer Worksheets PreOrder

Beth King/Qwest stated that the LOE of 7000 - 8000 hours reflects work for a single source document and the LSOG type format.

Dave Burley/WorldCom explained that this change does not change any application and/or function that Qwest provides today. Dave also explained that WorldCom submitted this request due to the fact that they found differences and contradictions in field values, etc. WorldCom would like to move towards the LSOG type format.

Beth King/Qwest noted that if this CR was prioritized, it would be scheduled in a major release and that if prioritized the work **would** be a joint effort to ensure that the document reflects the CLECs input.

Beth King/Qwest asked if there were any questions up to this point and stated that if there were no questions now, the CLECs could take their feedback back to their CMP representative.

Candy Skaff/Eschelon stated that she agrees with what has been discussed in this meeting and raised a question about versioning. Beth King/Qwest said that yes, we do need to be concerned about versioning and that versioning would be addressed.

Dave Burley/WorldCom stated that this would not be a short term effort and would require input and effort from both sides,

Qwest and the CLECs

Bill Micou/AT&T asked if it would be necessary to rebuild, for example version 10, and Beth King/Qwest said no this would be going forward only.

Lori Mendoza/Allegiance asked if the differences would be provided for EDI and GUI. Beth King/Qwest stated that the 1 document would include differences.

Bill Micou/AT&T stated that the LSOG format is far superior to the Developer Worksheets and that AT&T would support the LSOG format.

Dave Burley/WorldCom reiterated that sometimes they would find the same field with different definitions. He stated that this document would be an all inclusive document but Qwest would not be expected to include every single value for a field (using the class of service as an example).

There were not further questions and everyone understood the vision going forward with this request.

Peter Lynch/Midcontinent Communications asked when this CR was submitted. Lynn Stecklein/Qwest stated that the CR was submitted on September 30, 2002, presented by WorldCom in the November CMP Systems Meeting and is eligible for the 13.0 prioritization that is scheduled December 19, 2002.

11/21/02 CMP Systems Meeting

Liz Balvin-WorldCom reviewed the CR. She stated that there was a lot of confusion around documentation. She stated that WorldCom wanted one document with the business rules and mapping instructions. She indicated that they realized that there would be interface differences, but that there would need to be a clean up effort.

Connie Winston-Qwest stated that there would be significant format changes too.

Liz Balvin-WorldCom stated that the format would be similar to FBDL

Connie Winston-Qwest stated that this CR was requesting a huge change to documentation and that it had a large LOE. She stated that many EDI CLECs were used to the current format.

Beth King-Qwest stated that there was a level of detail in the current format and that this CR would bring about a major change in format.

Liz Balvin-WorldCom stated that during the 12.0 packaging meeting there was a discussion around the line item for EDI documentation and conversion, She stated that she understood the large LOE, but that it was part of Qwest requirement to provide documentation, She stated that she thought that Qwest should cover the hours of the change outside of the release

Connie Winston-Qwest stated that WorldCom was the only EDI CLEC asking for this change

Bonnie Johnson-Eschelon stated that her company had also struggled with documentation. She then added that she received a Level 2 notification that she was concerned with.

Beth King-Qwest stated that the notification was a change to the IMA GUI web site. She stated that the web site used to have links to developer worksheets and that Qwest was moving the links because GUI users do not utilize the developer worksheets. She stated that this change was to clean up the web site.

Stephanie Prull-McLeod USA stated that McLeod had also struggled with LSOG, PCATs, and developer worksheets. She stated that developer worksheets were very different from PCATs.

Liz Balvin-WorldCom stated that she was not suggesting going to PCATs for development,

Beth King-Qwest stated that the PCAT is a very different level of information.

Liz Balvin-WorldCom stated that she did not want documentation to reference other documents. She stated that Qwest had taken note of many of the issues and that they needed to address them.

Bonnie Johnson-Eschelon asked if the team could continue using developer worksheets

Beth King-Qwest stated that they could. She stated that there would be versions with releases and that the changes would be made to content.

Bonnie Johnson-Eschelon asked for examples of WorldCom's proposed change.

Beth King-Qwest stated that once the CR had gone through prioritization and had entered into the design phase, then Qwest could complete an example.

Bonnie Johnson-Eschelon asked why it would be prioritized because it was not a change to a system

Connie Winston-Qwest stated that EDI disclosure was part of a major release and that this CR was asking for a major documentation change. She stated that there would need to be a lot of change on the CLEC side too to accommodate for the changes.

Liz Balvin-WorldCom stated that under the current process, if a document change was identified then Qwest would just make the change. She stated that documentation was required by the FCC.

Connie Winston-Qwest stated that many CLECs are using the current documentation for EDI

Liz Balvin-WorldCom stated that CLECs were using the documentation provided. She continued that she thought it would benefit everyone to have one clean document.

Connie Winston-Qwest stated that if the CR is prioritized then there would be approval steps during the design process to make sure that everyone is clear. Connie Winston-Qwest indicated that Qwest would take an action item to review if the CR could be part of a formal release or in a parallel effort. She stated that Qwest would review the structure and that the CLECs and Qwest would need to design together and create a sample.

Liz Balvin-WorldCom stated that other ILECs did this and cited Southwestern Bell. She stated that it took them over a year to complete the documentation clean up. She stated that they had separate documents for pre-order and order.

Beth King-Qwest requested input from other EDI CLECs.

Louis Davidov-DSET stated that he had never had a problem with the documentation and stated that he thought that looking at LSOG was a waste of time. He continued that even though there was other documentation out there, 90% of the time it wasn't needed. He stated that he had been working with IMA EDI since version 4.2. He stated that if LSOG were included then they wouldn't know what to code with.

Connie Winston-Qwest stated that combining the documents could be confusing for EDI users. She suggested having a conference call with all EDI users.

Liz Balvin-WorldCom stated that she was confused because she had been told that the documentation was confusing

Louis Davidov-DSET stated that he had been an EDI developer for over 5 years and he had never had a problem using the documentation. .

Connie Winston-Qwest stated that there needed to be an offline discussion about the technical implications of the CR. She stated that she was concerned with the people who coded EDI and their use of a combined document. She stated that a call would be set up between the next two meetings to discuss this issue further.

Terry Bahner-AT&T stated that AT&T would like to attend.

Kit Thomte-Qwest stated that the CRPM would set up the meeting

Revision received 11/14/02:

Qwest documentation surrounding the build of EDI maps, EDI applied Qwest business rules and testing capabilities be reformatted to be more user friendly and understandable (similar to the Qwest Local Service Order Guidelines (LSOG) and/or the Facility Based Directory Listings User Guide).

That interface differences (GUI vs. EDI) be identified but that LSOG applied business rules be in sync.

11/14/02 Additional Clarification Meeting

Attendees: Liz Balvin - WorldCom, Dave Burley - WorldCom, Beth King - Qwest, Kyle Kirvis - Qwest, Lynn Stecklein - Qwest

Introductions were made

Review Requested (Description of Change)

Lynn Stecklein reviewed the request and the purpose of the additional clarification call. Qwest has done some initial analysis on this request from WorldCom and would like to share the findings and ask additional clarifying questions. Beth King stated that Qwest completed the analysis on the EDI Implementation Question Log that was sent by WorldCom and determined that no questions relating to the PCAT have been submitted by WorldCom. Many questions have been asked

about the differences between LSOG and the Developer Worksheets and appears to be the primary concern. Beth King stated that the LSOG was intended to be intended for IMA manual and GUI users, not for EDI. Beth also reviewed the EDI disclosure document, Premise Guide, Error List and the IMA User Guide. She asked if Qwest were to put specific verbiage with links to the EDI Disclosure Document on the LSOG Web Page and in each LSOG document would this make it more clear. Liz Balvin said that is only one aspect to why it wasn't clear to use. She also said that the EDI information is not adequate. Dave stated that the LSOG Guides are very useful and is impressed. He also said that WorldCom prefers the LSOG and FBDL format because they are easy to follow. Dave also stated that the concern is not the differences between the specific fields in the LSOG and DWS, but the difference in the formats and level of detail in content. WorldCom also understands that there will be field differences.

Establish Action Plan

Beth stated that the change request does not reflect the discussion we have had today. She recommended that WorldCom revise the CR to accurately capture what WorldCom is requesting. Liz said that she will work with Dave and send the revision within the hour.

10/9/02 Clarification Meeting

Attendees: Liz Balvin - WorldCom, Wendy Green - Qwest, Beth King - Qwest, Lynn Stecklein - Qwest

Introductions were made

Review Requested (Description of Change)

Lynn Stecklein/Qwest reviewed the request. WorldCom is looking for a single source document for implementing EDI. The change request noted that at a minimum, the following documents are provided by Qwest for EDI implementation: PCAT, Qwest Preparation Guides, EDI Disclosure Documentation, LSR Developer Worksheets, Premis Guide for City List, EDI/SATE Error List, and IMA User Guide. WorldCom stated that these sources are not always in sync and cross referencing causes delays. WorldCom would like Qwest to provide a single source document with necessary requirements to build EDI maps, understand Qwest business rules, test and implement EDI.

Confirm Areas and Products Impacted

Liz Balvin/WorldCom said that the EDI Team told WorldCom to use the Disclosure Documentation, WorldCom said that the Documentation is not clear enough and they have to use other sources. Liz Balvin stated that in the SBC Territory for EDI implementation they have Pre-Order and Order Documents. SBC also provides links within that Documentation to other

documents needed for EDI Implementation

Confirm Right Personnel Involved - All appropriate personnel participated in the clarification meeting

Identify/Confirm CLECs Expectation

Wendy Green/Qwest said that for EDI coding, WorldCom needs to be using the Disclosure Document and not the Qwest Preparation Guides. Wendy Green also said that Qwest would like to see specific examples because the Disclosure Document should be providing the information necessary for EDI Implementation.

Wendy Green/Qwest stated that there is a link in the Disclosure Document to the PCAT. Wendy Green also stated that the LSR Developer Worksheets are part of the Disclosure Document

Wendy Green/Qwest asked if WorldCom used the Premise Guide to determine valid cities and Liz Balvin said yes. Wendy Green said that Qwest could put a link/reference to the Premise guide in the city field in the Worksheet.. Wendy Green also stressed that Qwest does not want to end up duplicating information across documents. This will lead to dual maintenance of documents and increase the risk of out of synch errors. The Premis guide is used by groups other than CLECs implementing EDI. Wendy Green also said that the Error List is just a list of errors and a source of reference.

Wendy Green/Qwest brought up the 73 day disclosure timeline. The errors list needs to be a separate document because the information for the errors list is not available at 73 days. If the errors list was incorporated into the Disclosure Document. Qwest would be unable to publish this portion of the document at the 73 day timeline.

Liz Balvin/WorldCom asked what the difference between IMA and EDI.

Wendy Green/Qwest stated that the only difference is the GUI

Liz Balvin/WorldCom said that she would provide examples of discrepancies.

Identify any Dependent Systems Change Requests

None

Establish Action Plan - WorldCom will present this change request in the November Systems CMP meeting

Qwest Response

DRAFT RESPONSE

November 14, 2002

RE: SCR093002-05 Single Source Document for Implementing EDI

Qwest has reviewed the information submitted as part of Change Request (SCR093002-05). Based upon the scope of this CR as agreed to in the Clarification Meetings (held October 9, 2002, & November 14, 2002) Qwest is able to provide an estimated Level of Effort (LOE) of 7000 to 8000 hours for this IMA Change Request

At the next Monthly Systems CMP Meeting, CMP participants will be given the opportunity to comment on this Change Request and provide additional clarifications. Any clarifications and/or modifications identified at that time will be incorporated into Qwest's further evaluation of this Change Request.

This Change Request is an eligible candidate for the IMA 13.0 prioritization vote

Sincerely,
Qwest

REPLY EXHIBIT LN-2

Proposed Documentation Change for Feature Identification

Pre-Ordering Overview – ~~V16.0~~ V17.0

History Log (Link blue text to: Replace Existing Download With Attached History Log)

Description

Pre-Ordering refers to the set of activities performed by you in conjunction with placing a service request with Qwest for Unbundled Network Elements (UNEs) or Resale Services. Performing Pre-Ordering activities allows you to validate details (e.g., end-user account information, facility and service availability, addresses, loop qualifications) prior to submitting service requests and avoids unnecessary errors and/or delays of your request.

The Pre-Ordering functions described in this section do not apply to all Wholesale Interconnection Products and Services (e.g., Local Interconnections Services (LIS) (Link blue text to <http://www.qwest.com/wholesale/pcat/lis.html>), or Unbundled Dedicated Interoffice Transport (UDIT) (Link blue text to <http://www.qwest.com/wholesale/pcat/udit.html>)). Refer to individual Wholesale Interconnection Products and Services (Link blue text to: <http://www.qwest.com/wholesale/pcat/index.html>) to identify requirements for products and services utilizing Access Service Ordering Guidelines (ASOG).

As a high level view of the Pre-Ordering functions available to you, this web page describes activities commonly performed by you, prior to submitting your service requests to Qwest. For example:

- Validate Addresses
- Review Customer Service Records (CSR)
- Reserve Telephone Number(s) (TNs)
- Facility Availability
- Service Availability
- Qualifying Loops:
 - Integrated Services Digital Network (ISDN)
 - Unbundled Asymmetric Digital Subscriber Line (ADSL) Compatible Loop
 - Qwest Digital Subscriber Line (Qwest DSL™)
- Schedule Appointment

UNE and Resale products and services utilize Qwest's Interconnect Mediated Access (IMA) web based Graphical User Interface (GUI) tool for Pre-Ordering functions. Since these activities may vary by individual product or service, refer to the information on the Wholesale Interconnection Products and Services (Link blue text to: <http://www.qwest.com/wholesale/pcat/index.html>) web pages. Refer to the Ordering Overview (Link blue text to: <http://www.qwest.com/wholesale/clecs/ordering.html>) to view a matrix of Wholesale Interconnection Products and Services grouped by the ordering forms, Local Service Requests (LSR) or Access Service Requests (ASR), used to submit requests for Wholesale Interconnection Products and Services.

Detailed information on how to use Qwest's IMA Pre-Order functionality can be found on our IMA GUI (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/index.html>) and Electronic Data Interface (EDI) (Link blue text to: <http://www.qwest.com/wholesale/ima/edi/index.html>) web pages.

Non-IMA user information is addressed further within this web page.

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Implementation

To access IMA's Pre-Ordering functions, you need to be properly set up and to complete a Personal Profile. Refer to IMA's Connection Guide (Link blue text to <http://www.qwest.com/wholesale/ima/gui/document.html>) for information.

Performing the Pre-Ordering activities described below allows you to avoid unnecessary errors and/or delays of your service request. Qwest's IMA fully supports these Pre-Ordering activities. Many of these functions are also supported by Qwest's Interconnect Service Center (ISC). Information is available in the Contact Section of this web page. (Link to anchor/header Contacts below)

Validating your end-user's address confirms that the service address is serviced by Qwest and is valid in Qwest's databases. If Qwest is unable to match your end-user's address to a single service address, your request may be rejected. Service address information includes:

- Street number prefix
- Street number
- Street number suffix
- Street directional prefix (e.g., North, South, etc.)
- Street name
- Street thoroughfare designation (e.g., St., Ave., Hwy, etc.)
- Street directional suffix (e.g., North, South, etc.)
- Descriptive or unnumbered addresses such as route numbers
- Unit or Apartment number, Room, Floor, or Building
- City (e.g., village, township, etc.), State, ZIP/Postal Code
- Customer Address Location Areas (CALA)/ Street Address Geographical Areas (SAGA)

With IMA you can validate up to ten addresses in a work session by using the Service Address or TN:

- By Street Address: Requires the street address
- By TN: Requires the Billing Telephone Number (BTN) at the service address

Based on the Street Address Guide (SAG) information, the address validation can be:

- Exact Match: End-user's address with Service Line, Primary Number Address, and Switch related information.
- Near Matches: Similar addresses allowing you to select one.
- Supplemental Matches: Multiple matches at the same location with a sampling of floors, rooms and buildings. To validate, determine if one is correct. The Local Serving Office (LSO) and Rate Zone are not provided, therefore the address must be revalidated using the street validation by adding the data (e.g., floor, room, etc.) required for an exact match.
- Multiple Matches: Multiple addresses to review, validate, and select from.
- SAG Only Match: Alerts you that facilities may not exist and additional data (such as a nearby working Qwest TN), is needed before submitting your service request. Qwest cannot guarantee your Desired Due Date (DDD) for a Street Address Guide only address.
- Multiple CALAISAGA: When a Zip Code spans multiple cities/communities the SAGA and CALA data is used to identify specific Zip Code, Address, and City/Community combinations. IMA displays possible combinations allowing you to either select an address or correct the information.

For more specific information related to Address Validations in IMA refer to IMA's User Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

For non-IMA users, or when new housing/building developments or construction have **not been** added to Qwest's databases, the ISC agent will assist you with the address validation. If the address is not new but is invalid, Qwest will need to correct the address information within the system. In these cases, contact the ISC for further assistance. The ISC Agent will request the service address information to process an address correction and, if applicable, will provide the following information:

- NPA and NXX of the serving wire center
- Correct spelling of the street address (if applicable)
- Service availability (e.g., call waiting)

- Primary Interexchange Carrier (PIC) availability

Following are *limitations/restrictions* associated with CSR retrieval:

- When the CSR "AGAUTH" field is "N". not owned (i.e., accounts not owned by you), CSRs are not retrieved.
- Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by Working Telephone Number (WTN).
- Only one is retrieved when you pull a CSR by ECCKT.
- A small CSR is considered up to 50 pages for IMA GUI and up to 75 pages for IMA EDI. A large CSR is considered up to 300 pages for IMA GUI and up to 450 pages for IMA EDI.
- The maximum number of pages returned at one time for a CSR is 300 pages in IMA GUI and 450 pages in IMA EDI.
- When a CSR has more than 300 pages in IMA GUI and 450 pages in IMA EDI. you will need to transmit the CSR using File Transfer Protocol (FTP).
- Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does not include Centrex 21 (class of service (C21XX)).
- Independent Payphone Providers can only view accounts they own.
- You cannot retrieve CSRs for Summary Billed Accounts you do not own.
- You cannot retrieve CSRs in IMA Pre-Ordering for the following services:
 - Stand Alone Listings
 - Resale Frame Relay
 - Unbundled Feeder Loop

If you are placing an order to move an existing end-user who has Centrex or Centron service (Resale or UNE-P), all WTNs should be validated. This validation process is explained in the CLEC Process for Requesting End-User WTNs. (Link blue text to: New Download CLEC Process for Requesting End-User WTNs)

CSRs that contain multiple telephone lines will identify which line each Universal Service Order Code (USOC) is associated with by listing the TN as Field Identifier (FID) detail following the individual USOC. CSRs that contain only one line generally do not contain the TN FID detail following the individual USOC. All USOCs in the single line account are associated with the TN contained in the account number.

Before initiating activity, obtaining a CSR and placing orders on behalf of an end-user, you are required to have Proof of Authorization (POA) giving you permission to act on their behalf. (Link blue text to: <http://www.qwest.com/wholesale/preorder/index.html>) You may obtain authorization to act on behalf of end-users via written, oral, or electronic methods.

You need to verify that you own the end-user's account or that you have authorization to view the CSR or place orders. Authorization is not required if you already own the account. While it is not necessary that POA accompany your request, the indication of authorization is required when you request a CSR or submit LSRs for an account owned by Qwest or another CLEC.

When you request a CSR, IMA filters out the proprietary information prior to sending the CSR

To determine if you own the end-user's account, Qwest compares your Reseller ID (RSID) for Resale services or CLEC ID (ZCID) for UNE service to the RSID or ZCID on the CSR:

- If the IDs do not match, your request for the CSR will be rejected and your CSR request will require proper authorization before you can view the CSR.
- If the IDs match, POA is not required; however, for IMA Pre-Ordering to retrieve your CSR an entry is required in the "AGAUTH" field,

Refer to IMA's User's Guide (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>) for more detailed instructions for retrieving and reviewing CSRs.

Non-IMA users may request a CSR from the ISC in one of two ways: a verbal request via the ISC CSR Hotline at 800 497-7539, or faxing your request to 520-439-0910. To initiate your CSR request, you need to complete and send the CSR Request Form, (Download: Pre-Order Downloadable CSR REQUEST FOKM.xls) which will be processed on a first in – first out basis. The resulting CSR (50 pages for IMA GUI and 75 pages for IMA EDI) output will be delivered to you, either by email or fax. For larger CSRs, 300 pages for IMA GUI and 450 pages for IMA EDI, the output will be mailed or transmitted via FTP.

TNs may be requested for the following:

- New Service
- A new line on existing service
- Change of a telephone number

IMA offers you several options for requesting TNs:

- Select one or more of the TNs offered
- Exchange the TNs offered
- Reject the TNs offered

If the NPA NXX(s) you have requested are in a multi-switch CO and you have requested **NPA NXX(s)** involving UNE-P Centrex 21, Resale-Centrex 21 or Resale-POTS that involves adding another line to a hunt group or adding a line associated with existing voice mail, then you need to validate that the NPA NXX(s) you requested, match the NPA NXX(s) that are currently on the account, before you submit your request. If the telephone number reservation returns any NPA/NXX other than what was requested, you should call the ISC Help Desk for assistance in obtaining an appropriate TN to place on your request.

TNs you accept must be submitted on a service request within 30 calendar days from acceptance or the TN will be returned to the TN database. You cannot return a TN after it has been accepted. You can reserve nine TNs at a time for a given address. If you need more than nine TNs, contact the ISC for assistance. For more details on reserving TNs, refer to IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

Non-IMA users requesting TNs, may call the ISC and provide the following information:

- Valid service address
- Type of service (e.g., 1FR, Public Access Line (PAL), ISDN)
- Quantity of new TNs that will be requested

The ISC will offer TNs for your selection, giving you the following options:

- Verbally accept one or more of the TNs offered
- Exchange the TNs offered
- Reject the TNs offered

TNs you accept must be submitted on a service request within 30 calendar days from acceptance or the TN(s) will be returned to the TN database. The ISC will also assist you if you need more than nine TNs.

Note: TNs **are** not guaranteed until they are activated, therefore **do** not print the number on any letterhead, business cards or checks until you have validated the TN is working. There is a possibility that the TN could change.

You can request Vanity TNs by using IMA. For more detailed instructions regarding how to obtain Vanity TNs, refer to the IMA User's Guide. (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you do not use IMA, contact the ISC with the following information:

- Purchase Order Number (PON)
- DDD
- Requested TN
- NPA and NXX of the serving wire center from which lines will be provided

The ISC Agent will verify the availability and provide you with information per your request.

IMA offers you the ability to see if facilities currently are available or if new facilities are required to fulfill your end-user's service request when it involves new line(s), loop(s) or circuit(s) for the following services:

- Design Services (e.g., Centrex services, Private Lines, etc.) and High Capacity Signal (HICAP): Displays the number of circuits and lines, class of service, assignable ~~Universal Service Order Codes (USOCs)~~ USOCs, appropriate service code, and location of any Multiplexers (MUXs).
- Connecting Facility Assignment (CFA): Presents your valid CFAs including both available and assigned connecting facilities. Information regarding busy CFA is available in Appendix F of the Loop Qualification and Raw Loop Data CLEC Job Aid. (Link blue text to: http://www.qwest.com/wholesale/downloads/lqrld_clecjobaid.pdf#)
- Converting POTS to Unbundled Loop: Lists loop characteristics for Unbundled Loop Service with Number Portability (LSNP) when migrating from one CLEC to another.
- Plain Old Telephone Service (POTS) Facility Availability: Shows the number and status of working lines at a location.
- Raw Loop Data: Retrieves Raw Loop Data by segments and sub-segments.

Detailed information related to facility availability checks and the results presented are found in IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you are not an IMA user, you may contact the ISC to perform facility availability checks

IMA allows you to perform Loop Qualifications using the Loop Qualification Tool:

- ISDN: Verifies if the facility can handle the type and volume of the Integrated Service Digital Network-Basic Rate Interface (ISDN-BRI) lines requested.
- Qwest DSL: Verifies if the loop is qualified to carry DSL traffic.
- Unbundled ADSL Compatible Loop: Identifies if the line is qualified for ADSL Compatible Loop

Loop qualification requests for Qwest DSL for 20 or more telephone numbers should be emailed to Qwest. Information regarding the process is described in Appendix E of the Loop Qualification and Raw Loop Data CLEC Job Aid.

(Link blue text to: http://www.qwest.com/wholesale/downloads/lqrld_clecjobaid.pdf#page=107)

More detailed information on Loop Qualifications is described in IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you are not an IMA user, you may contact the ISC to perform Loop Qualifications at 1-888-796-9087.

IMA's Service Availability allows you to confirm if the products, services, and/or long distance carriers requested by your end-user are offered in the end-user's location and Qwest's CO. Using your Interconnection Agreement and the state identifier, IMA identifies the available services offered.

Refer to IMA's User's Guide (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>) for details related to IMA's Service Availability features. Contact an ISC Agent should you need assistance validating or resolving Service Availability related issues.

If you are not an IMA user, you may contact the ISC to perform service availability verification.

Reserving an appointment allows you to select the date and time you would like to have a Qwest technician dispatched for premises or non-premises work. A dispatch appointment is required when IMA's Facility Availability Response indicates a technician dispatch is needed for a new line installation or other physical work at the wire center or the end-user's premises. Refer to the individual product or service documentation on our Wholesale Interconnection Products and Services (Link blue text to <http://www.qwest.com/wholesale/pcat/index.html>) web pages to determine which services require dispatch appointments.

The PON used when scheduling an appointment must be the same as the PON on the service request. If not, your service request will not have the reserved appointment. Your reservation will remain in effect for the established IMA business hours as defined, as well as additional information on Reserving Dispatch Appointments, in IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you are not an IMA user and your service request requires a set appointment, the date and time must be arranged by calling the ISC.

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Training

Qwest 101 "Doing Business With Qwest"

- This introductory instructor-led training course is designed to teach the CLEC and Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports, and web resource access information. Click here for Course detail and registration (Link blue text to: http://www.qwest.com/wholesale/training/ilt_desc_qwest_101.html) information

IMA "Hands On"

- This introductory instructor-led training course teaches you how to use Qwest's IMA Graphical User Interface (GUI) to order wholesale products. You will experience interactive software demonstrations and participate in hands-on practice sessions to familiarize yourself with the IMA GUI system. Click here for Course detail and registration information. (Link blue text to: http://www.qwest.com/wholesale/training/ilt_desc_ima_handson.html)
- View Additional Qwest courses by clicking on Course Catalog. (Link blue text to: <http://www.qwest.com/wholesale/clecs/escalations.html>)

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Contacts

- Qwest Wholesale Systems Help Desk: 888 796-9102
Note: Electronic System Interface Outage: In the case where IMA would be unavailable for an extended period of time, contact the Wholesale Systems Help Desk for assistance.
- Interconnect Service Center:
Main Number: 888-796-9087
CSR Hotline for Local Service Requests: 800-497-7539 Fax: 520-439-0910

- Wholesale Customer Contacts (Link blue text to: <http://www.qwest.com/wholesale/clecs/escalations.html>)
- Qwest Service Managers (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>)

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Frequently Asked Questions (FAQs)

1. How can I become an IMA System user?
Contact your Qwest Service Manager for details
2. What are the hours of operation for the IMA systems?
Hours of operation including extended hours (all hours are Mountain Time):
 - Monday through Friday: 6:00 am to 12:00 Midnight
 - Saturday: 6:00 am to 9:00 pm
 - Sunday: 12:00 Noon to 6:00 pm
3. Are there any CSR restrictions I should be aware of when retrieving a CSR through IMA?
The following are some limitations/restrictions associated with CSR retrieval:
 - When the CSR "AGAUTH" field is "N", un-owned (i.e., accounts not owned by you), CSRs are not retrieved.
 - Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by Working Telephone Number (WTN).
 - Only one is retrieved when you pull a CSR by ECCKT.
 - A small CSR is considered up to 50 pages for IMA GUI and up to 75 pages for IMA EDI. A large CSR is considered up to 300 pages for IMA GUI and up to 450 pages for IMA EDI.
 - The maximum number of pages returned at one time for a CSR is 300 pages in IMA GUI and 450 pages in IMA EDI.
 - When a CSR has more than 300 pages in IMA GUI and 450 pages in IMA EDI, you will need to transmit the CSR using FTP.
 - Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does NOT include Centrex 21 (class of service (C21XX)).
 - Independent Payphone Providers can only view accounts they own.
 - You cannot retrieve CSRs for Summary Billed Accounts you do not own.
 - You cannot retrieve CSRs in IMA Pre-Ordering for the following services:
 - Stand Alone Listings
 - Resale Frame Relay
 - Unbundled Feeder Loop
4. Is there a preferred method for verifying an end-user's address?
By Street Address verification is preferred. Qwest's system PREMIS, the source of end-user account and address information for IMA-GUI, IMA-EDI and other applications, uses the Street Address Guide to validate all addresses when you submit a validation by address. Associating the end-user's account information with the address, PREMIS can also allow some addresses to be verified when a validation by TN is submitted. However, the account information is based on the account's class of service and only specific types of service are maintained in PREMIS (e.g., no design services accounts loaded). The following is a basic explanation of the data in PREMIS:
 - Contains account information for "POTS-like" accounts (e.g., 1FR, 1FB)
 - Stores nine accounts at one address as service orders are posted, in the order in which they are processed. Once nine accounts are posted, no other accounts can be loaded. When an account is disconnected from where nine lines existed, the next service order sent is loaded if the vacant cable and pair in PREMIS matches the cable and pair on the service order.

- Only Main Line Account Numbers or Billing Telephone Numbers (BTNs) are accepted. Additional or second lines are not. Due to volume capacity, PREMIS cannot accommodate all working TNs.
 - TNs Ported In from outside their normal serving wire center cannot be used to validate an address; in this case validate by address. While verifying by TN can pull the last working location of the TN, the TN may no longer be working at the location.
- If you are unable to validate an address by TN. call the Interconnect Service Center at 888-796-9087 for assistance.

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Last Update: ~~February 17, 2003~~ March 10, 2003

Trademark Qwest Communications International, Inc.

META Tags: Validate Address. Review CSR: Schedule Appointment; Reserve telephone number; Service Availability; Check Facility Availability, Validate Connecting Facility Assignment; CFA; View Design Layout Record; DLR; Raw Loop Data; Meet Point Query

REPLY EXHIBIT LN-3

**Excerpt from Systems Interactive Report for SCR062802-09ES,
Relaxing the Edit on Ten Digit “Forward To” Numbers**

Report Line Number 77

CR #	Title	Current Status	Level of Effort	Interface	Product Impacted
		Date		Release #	
SCR062702-09ES	Remove FID accuracy edit in IMA when the value is "C" or "D" in the FA field for a USOC.	Prioritized 12/31/02	775 - 1275	IMA Common 13.00	Centrex, Resale. UNE-P

Originator:

Originator Company Name: Eschelon

Director: Thompson, Jeff

Owner: Winston, Connie

CR PM: Stecklein, Lynn

Description Of Change

Currently when a CLEC submits an LSR using the recap function, a CSR may have inaccurate FID data associated with a USOC. When placing a value of "D" or "C" in the FA field for the USOC, IMA edits the FID data and forces a correction if it is not accurate or valid data. For example, if a TN float under a USOC or a call forward number has 7 digits carried over from the CSR, even though you are disconnecting that USOC on the LSR, IMA requires you to correct the TN to 10 digits. This adds no value to the LSR and requires additional time and effort on the part of the CLEC. This is especially burdensome on an account with multiple TN's.

Status History:

Date	Action	Description
6/27/02	CR Submitted	
6/27/02	CR Acknowledged	
7/02/02	Clarification Meeting Scheduled	Clarification meeting scheduled 7/9/02
7/09/02	Clarification Meeting Held	Clarification Meeting Held
7/09/02	Status Changed	Status changed to clarification
7/09/02	LOE Issued	Level of effort issued
7/18/02	Discussed at Monthly CMP Meeting	SCR062702-09 discussed at July Systems CMP Monthly meeting: please see Systems CMP Distribution Pac
7/19/02	Status Changed	CMP -- Attachment B Status changed to pending prioritization
7/26/02	Release Ranking	Ranking for Release 12.0 following the July 2002 Systems CMP Meeting. SCR062702-09 ranked number 36
10/30/02	Status Changed	SCR062702-09 status updated to 'Pending Prioritization' based upon outcome of release 12.0 packaging effo

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CR # SCR062702-09ES

12/19/02	Discussed at Monthly CMP Meeting	SCR062702-09 discussed at December Systems CMP Monthly meeting; please see Systems CMP Distribution December CMP -- Attachment O
12/31/02	Release Ranking	Ranked #4 for IMA 13.0 Release
1/23/03	Release Ranking	Ranked #3 for IMA 13.0 after exception request SCR011303-02EX
1/29/03	Escalation Initiated	Escalation received from WorldCom (See Project Meeting Section for Details)
1/29/03	Escalation Initiated	SCR062702-09 changed to SCR062702-09 ES - Escalation Status

Project Meetings

Sent by: "Johnson, Bonnie J." <bjjohnson@eschelon.com>

"liz.balvin@wcom.com" <liz.balvin@wcom.com>, "Jim Maher" <jxmaher@qwest.com>, "Hyde, Tom" <tom.hyde@cbeyond.net>, "Johnson, Bonnie J." <bjjohnson@eschelon.com>, "Osborne-Miller, Donna" <dosborne@att.com>, cmpesc@qwest.com
 "Notarianni, Lynn" <lnotari@qwest.com>, "Schultz, Judy" <jmschu4@qwest.com>, "Thomte, Kit" <kthomte@qwest.com>, "Tom Priday (E-mail)" <Tom.Priday@wcom.com>, "Chad Warner (E-mail)" <Chad.Warner@wcom.com>
 RE: Qwest Response to Escalation #SCR062702-09-E07

Lynn,
 Eschelon does as well.
 Bonnie Johnson
 Sr. Manager ILEC Relations
 Eschelon Telecom, Inc.
 Phone: 612 436-6218
Fax: 612 436-6318
 Cell: 612 743-6724

-----Original Message-----

From: Elizabeth Balvin [SMTP:liz.balvin@wcom.com]
 Sent: Thursday, February 06, 2003 4:49 PM
 To: 'Jim Maher'; 'Hyde, Tom'; 'Johnson, Bonnie'; 'Osborne-Miller, Donna'; cmpesc@qwest.com
 Cc: 'Notarianni, Lynn'; 'Schultz, Judy'; 'Thomte, Kit'; Tom Priday (E-mail); ChadWarner (E-mail)
 Subject: RE: Qwest Response to Escalation #SCR062702-09-E07
 Lynn,

WCom accepts Qwest's recommendation to pursue an Exception CR as a means to address this issue.

Thanks,
Liz Balvin
WorldCom Carrier Management - Qwest
Internal Line - V625-7305
External Line - 303-217-7305
Pager (888) 900-7221

2/6/03

Liz Balvin-Carrier Management
WorldCom

Dear Ms. Balvin:

This letter is in response to your formal escalation (number SCR062702-09-E07) regarding CLEC Change Request number SCR062702-09 "Remove FID accuracy edit in IMA when the value is "C" or "D" in the FA field for a USOC," dated June 27, 2002.

Qwest has reviewed the formal escalation and maintains its position that this is not a production support issue and therefore cannot be implemented in a production patch. In researching this item, Qwest has determined that there is an option that could be explored to resolve this situation. Given that this change has been prioritized by the CLEC community for implementation in 13.0, and that several CLECs have supported this escalation, Qwest would like to pursue this matter as an Exception Request to be initiated by Qwest.

Section 8.0 of the CMP document, states "Past Releases of IMA EDI will only be modified as a result of production support changes. When such production support changes are made, Qwest will also modify the related documentation. All other changes become candidates for future IMA EDI Releases." Additionally, Qwest has determined that SCR062702-09 is neither CLEC code impacting nor requires updates to systems documentation. Therefore, Qwest plans to take action using the CMP Exception Process to work this candidate as quickly as possible, for all existing releases of IMA, prior to the implementation of the next major release for which it is currently prioritized.

Qwest would like to initiate the aforementioned Exception Request as soon as possible and will consider your Escalation Response email as authorization to move forward with this proposed solution.

Please contact me by telephone at (303) 624-4450 or by e-mail at lnotari@qwest.com if you have any questions.

Sincerely,
Lynn Notarianni
Information Technologies Senior Director
Qwest
2/3/03
PARTICIPANTS-WORLDCOM ESCALATION #SCR062702-09-E07

Sent by: dosborne@att.com

To: cmpesc@qwest.com
cc:
Subject: ESCALATION PARTICIPATION--- SCR062702-09-E07

Company Name: AT&T
Name: Donna Osborne-Miller
Title: Manager
Phone Number: 303-298-6178
E-mail Address: dosborne@att.com

Fri Jan 31 12:11:54 MST 2003

Sent by: tom.hyde@cbeyond.net

To:

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CR # SCR062702-09E

Report Name: 14 rptOpenDetailed_System

crnpesc@qwest.com

cc:

Subject:

ESCALATION PARTICIPATION --- CR#SCR062702-09

Company Name: cbeyond communications

Name: tom hyde

Title: director, ILEC relations

Phone Number: 678-42402467

E-mail Address: tom.hyde@cbeyond.net

Fri Jan 31 15:18:41 EST 2003

Sent by: bjjohnson@eschelon.com

To:

cmpesc@qwest.com

cc:

Subject:

ESCALATION PARTICIPATION ---

CMPR.01.30.03.F.01413.IMA_EDI_10.0

Company Name: Eschelon Telecom

Name: Bonnie Johnson

Title: Sr. Manager ILEC Relations

Phone Number: 612 436-6218

E-mail Address: bjjohnson@eschelon.com

Mon Feb 3 08:22:22 CST 2003

1/29/03 Escalation Received from WorldCom

Description: WCom identified production defect with EDI 10.0. The customer service record (CSR) retrieval pre-order query

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CR # SCR062702-09E

lacks required ordering information

History WCom received a "fatal" reject via EDI 10.0 due to Business Processing Layer (BPL) edit that requires a 10 digit TN be populated yet the CSR responded with only 7 digits (lacked area code) [PON: SO11507695QWAZPR 48064917511. Qwest initiated an internal change request. Qwest determined an Eschelon change request existed (SCR062702-09) that would correct this production defect by lifting the edit on features that are to be changed or disconnected. The open change request is evidence that CLECs are impacted.

Reason for Escalation: Qwest's invalid reject places CLECs at a competitive disadvantage. Burden should not be placed on CLECs to obtain area codes for numbers that will be changed or disconnected upon migration. Documented business rules cannot be systematically supported.

Business need and impact: Call Forwarding is a standard offering of WCom's local services, thus impact is severe. All CLECs are impacted because preorder to order integration cannot be supported. In addition, this evidence proves Qwest CSRs are not accurately reflecting information that is programmed into the Qwest switches.

Desired CLEC resolution: That the FID accuracy edit be lifted in a production patch.

CLEC Contact Information: Liz Balvin, Carrier Management, 303-217-7305, Liz.Balvin@wcom.com

Qwest's recommended work around procedures will not support the flow through capabilities necessary for WCom's commercial volumes of UNE-P migrations.

12/29/02 Systems CMP Meeting

Bonnie Johnson/Eschelon asked if the information that is currently in a retest information is incorrect, the most common problem is with ten digits, until they have seven digits. Although you are deleting or changing information, it makes you, correct the old one. If you have a 20-line account, it makes you correct every one.

Liz Balvin/WorldCom said that it sounds like you are still doing a stare & compare (this is similar to #51) however, it would just be on the maintenance orders.

Kathy Stichter/Eschelon that these would be on conversion orders.

Liz Balvin/WorldCom stated that the migrate as specified with 12 is no stare & compare for everything but complex features

Connie Winston/Qwest said that by that you indicate what you want the result to be .Liz Balvin/WorldCom said you provide the end state of what you want. Now you have to use a V or an N and that comparison will be eliminated and they will be all Ns. It would include all features, even if it is a complex feature.

Lynn Notarianni/Qwest said complex features like call forwarding.

Connie Winston/Qwest said that if you ordered call forwarding you would have to put an N next to it.

Connie Winston/Qwest stated that's what we want to validate, we won't get into the edit loop looking at CSR data.

Liz Balvin/WorldCom asked if #35 are for migration activity, because # 51 are for maintenance.

Connie Winston/Qwest said that the one going into 12.0 is UNE-P and you have a couple other products here.

Connie Winston/Qwest asked if they wanted to keep in the vote.

Bonnie Johnson/Eschelon stated yes.

7/18/02 CMP Systems Meeting

SCR062702-09 Remove FID accuracy edit in IMA when the value is "C" or "D" in the FA field for a USOC. (Originated by Eschelon)

Bonnie Johnson/Eschelon reviewed this change request. Eschelon is asking Qwest to remove the FID accuracy edit in IMA when the value is C or D in the FA field for a USOC.

Connie Winston/Qwest indicated the Interface Impacted would be changed to IMA Common.

Michael Buck/Qwest said that Qwest understands the request and has provided an LOE in the CR response.

The status of this change request will be changed to Pending Prioritization.

7/9/02 Clarification Meeting

Attendees: Bonnie Johnson, Eschelon, Berkley Loggie - Qwest, Monica Manning - Qwest, Bret Birkholz - Qwest, Lynn Stecklein - Qwest

Introduction of Attendees

Introduction of the participants on the Conference Call were made and the purpose of the call discussed

Review Requested (Description of) Change

Bonnie Johnson - Eschelon reviewed CR. Eschelon would like the FID accuracy edit in IMA when the value is "C" or "D" in the FA field for a USOC. When an LSR is submitted using the recap feature, a CSR may have inaccurate FID data associated

with a USOC. When placing a value in the FA field for the USOC, IMA edits the FID data and forces a correction if it is not accurate or valid data. The most common occurrence is with the 10 digit TN. This is because the TN data was not converted to add the area code. Eschelon feels that having to correct the C or D portion is a waste of time.

Confirm Areas & Products Impacted
Resale, UNE-P, Centrex

Confirm Right Personnel
All appropriate personnel were involved in the clarification call

Identify/Confirm CLEC's Expectation
Eschelon would like the FID accuracy edit in IMA removed when the value is "C" or "D" in the FA field for a USOC

Identify any Dependent Change Requests
NA

Establish Action Plan
This CR will be presented at the July CMP Systems Meeting

Qwest Response

DRAFT Response

July 9, 2002

RE: SCR062702-09 Remove FID accuracy edit in IMA when the value is "C" or "D" in the FA field for a USOC.

Qwest has reviewed the information submitted as part of Change Request (SCR062702-09). Based upon the scope of this CR as agreed to in the Clarification Meeting (held July 9, 2002) Qwest is able to provide an estimated Level of Effort (LOE) of 775 to 1275 hours for this IMA Change Request.

At the next Monthly Systems CMP Meeting, CMP participants will be given the opportunity to comment on this Change Request and provide additional clarifications. Any clarifications and/or modifications identified at that time will be incorporated into Qwest's further evaluation of this Change Request.

This Change Request is an eligible candidate for the IMA 12.0 Release.

Sincerely,
Qwest

REPLY EXHIBIT CLD-4

CMP Notice on NKM/NKS USOCs

Announcement Date:	February 25, 2003
Proposed Effective Date:	April 11, 2003
Document Number:	PROD.02.25.03.F.03323.Caller_ID_Blocking
Notification Category:	Product Notification
Target Audience:	CLECs, Resellers
Subject:	CMP – Caller ID Blocking – V4.0
Level of Change:	Level 1 and 3
Associated CR Number or System Release Number:	Not Applicable

Summary of Change:

On February 25, 2003, Qwest will post planned updates to its Wholesale Product Catalog that include new revised documentation for Caller ID Blocking – V4.0. These will be posted to the Qwest Wholesale Document Review Site located at <http://www.qwest.com/wholesale/cmp/review.html>.

Updates include:

- A modification/change to an existing manual process in the Ordering section. Information has been modified to specify that for UNE-P and UBS services, NKM and NKS USOCs provide identical Caller ID Blocking functionality and either USOC may be used to provide Caller ID Blocking functionality on compatible UNE-P and UBS services in all states. NOTE: Until this proposed change becomes operational, the NKM USOC should be used when ordering this feature.
- Corrections/clarifications/additional information that does not change the product/process in the Product Description and Rate Structure sections. Rate information has been moved from Product Description and has been modified to identify that only Retail and Resale end-users may qualify for Caller ID Blocking per line at no charge. This update clarifies that qualifications for Caller ID Blocking at no charge do not apply to UNE-P and UBS.
- Corrections/clarifications/additional information that does not change the product/process in the Ordering section. The state specific USOC table has been changed to clarify that it applies to Retail and Resale only.

Current operational documentation for this product or business procedure is found on the Qwest Wholesale Web Site at this URL:

<http://www.qwest.com/wholesale/clecs/features/calleridblocking.html>.

Comment Cycle:

CLEC customers are encouraged to review these proposed changes and provide comment at any time during the 15-day comment review period. This comment review period for this document begins February 26, 2003 and will conclude at close of business on March 12, 2003. Qwest will have up to 15 days following the close of the comment review to respond to any CLEC comments. This response will be included as part of the final notification. Qwest will not implement the change sooner than 15 days following the final notification.

Qwest provides an electronic means for CLEC customers to comment on proposed changes. The Document Review Web Site provides a list of all documents that are in the review stage, the process for CLECs to use to comment on documents, the submit comment link, and links to current documentation and past review documents. The Document Review Web Site is found at <http://www.qwest.com/wholesale/cmpireview.html>. Fill in all required fields and be sure to reference the Notification Number listed above.

Note: In cases of conflict between the changes implemented through this notification and any CLEC Interconnection Agreement (whether based on the Qwest SGAT or not), the rates, terms and conditions of such Interconnection Agreement shall prevail as between Qwest and the CLEC party to such Interconnection Agreement.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

Timeline:

Planned Updates Posted to Document Review Site	Available February 25, 2003
CLEC Comment Cycle on Documentation Begins	Beginning February 26, 2003
CLEC Comment Cycle Ends	5:00 PM. MT March 12, 2003
Qwest Response to CLEC Comments (if applicable)	Available March 27, 2003 http://www.qwest.com/wholesale/crnp/review_archive.html
Proposed Effective Date	April 11, 2003

If you have any questions on this subject, please submit comments through the following link:
<http://www.qwest.com/wholesale/cmp/comment.html>

Sincerely,

Qwest

Note: In cases of conflict between the changes implemented through this notification and any CLEC Interconnection Agreement (whether based on the Qwest SGAT or not), the rates, terms and conditions of such Interconnection Agreement shall prevail as between Qwest and the CLEC party to such Interconnection Agreement.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.